

Creative JOB SEARCH

CHRONOLOGICAL — SKILLS

First M. Chronological

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Minneapolis, MN 55418

612.123.4567

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SUMMARY—

Innovative, enthusiastic Transportation Service Representative with extensive experience in billing, sales and client service operations. Dynamic, goal-oriented, highly skilled and flexible. Dedicated to meeting or exceeding internal and external customer requirements.

RELATED SKILLS AND ABILITIES—

- Account management
- Keyboard over 25 words per minute, 10 - key
- Motivated, client-focused
- Call center experience
- Multitask in fast-paced environment
- Computer and Internet proficient
- Quality customer service
- Document processing
- Service center liaison
- Excellent data and order entry skills
- Timely, accurate
- Extensive billing experience
- Trouble shooting and problem solving

WORK EXPERIENCE—

COMPANY NAME

Customer Service / Night Auditor

Minneapolis, Minn.

612.123.4567

- Accurately and efficiently organize and run nightly audit reports, identifying and correcting all discrepancies.
- Answer phone system, assist visitors with check in and checkout procedures, and respond to all guest inquiries in a timely, professional manner.
- Maintain contact with various internal departments and external entities to prevent, minimize or resolve service problems involving or related to customers.

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CHRONOLOGICAL — SKILLS *CONTINUED*

WORK EXPERIENCE—

(continued)

COMPANY NAME

Leasing Agent
Minneapolis, Minn.
612.123.4567

- Showed and leased apartments to prospective tenants, professionally demonstrating proficient communication and negotiation skills.
- Obtained credit reports, ensuring that prospective tenants met business criteria; reduced the write-off of bad debt.

COMPANY NAME

Administrative Assistant
Minneapolis, Minn.
612.123.4567

- Provided quality administrative support allowing marketing reps to meet their sales goals.
- Created and generated business billing, resolving problems and facilitating corrections to maintain corporate revenues and assure customer satisfaction.

COMPANY NAME

Customer Service Representative
Edina, Minn.
612.123.4567

- Supported the prompt delivery of telecommunication services by providing internal and external customers with timely, accurate information.
- Identified customers' needs; investigated and corrected chronic service problems.

EDUCATION—

AA
Business Computer Training Institute, Seattle, Wash.